

**DOCKET NO. 11157SSUS04C (NORT10-00349)**  
**Customer No. 33000**

**PATENT**

**IN THE UNITED STATES PATENT AND TRADEMARK OFFICE**

In re application of : K. Scott Ramey, et al  
Serial No. : 10/662,603  
Filed : September 15, 2003  
For : METHOD, APPARATUS, AND ARTICLE OF MANUFACTURE  
FOR WEB-BASED CONTROL OF A CALL SERVER  
Group No. : 2194  
Examiner : Charles E. Anya  
Confirmation No. : 2370

**MAIL STOP AF**  
Commissioner for Patents  
P.O. Box 1450  
Alexandria, VA 22313-1450

Sir:

**AMENDMENT AND RESPONSE TO FINAL OFFICE ACTION**

No fees are believed to be necessary; however, in the event that any fees are required for the prosecution of this application, please charge any necessary fees to Nortel Networks Deposit Account No. 14-1315. No extension of time is believed to be necessary. If, however, an extension of time is needed, the extension is requested and please charge the fee for this extension to Nortel Networks Deposit Account No. 14-1315.

In response to the final Office Action having a mailing date of January 6, 2009, please amend the above-identified application as follows: